

From: "Centurion Support" <[REDACTED]>
To: "[REDACTED]" <[REDACTED]>
Subject: [REDACTED] - 12APR19- Exchange & New Tickets Issued - Record - [REDACTED]
Date: Thu, 11 Apr 2019 03:03:12 +0000

 US Centurion Banner

American Express Document Reference Number [REDACTED]
American Express Record Locator [REDACTED]

Hi [REDACTED],

Thank you for the email reply, sorry for the many voicemail's and thank you for your continued patience and approval, pleased to advise all is complete for [REDACTED]. Shortly after this email you will receive the revised itinerary, note you might receive two copies the first you may disregard, the second email confirmation happy to advise I was able to get the Even More Space seats you requested, receipt is being emailed directly to you from Jet Blue for the Even More Space seat purchase.

Total additional cost for Even More Space Seats, Jet Blue \$55.00.

In conclusion if you need to call about this matter. Please reference American Express document reference number [REDACTED]. Doing so will allow any Centurion Relationship Associate access to this email/file notes.

Kind Regards,

Harrison Berrier
Associate Relationship Manager/Centurion
From Centurion Support on behalf of your Relationship Manager Natalia X. Molotkova

Issue business class and fully refundable price tags. Option B please thanks!

Sent from my iPhone

American Express Document Reference Number [REDACTED]
American Express Record Locator [REDACTED]

Hi [REDACTED],

Thank you for contacting Centurion services. It was a pleasure speaking with you today. Your response is required to complete this reservation. Prices and availability are subject change. Received your email response but I need additional clarification. Please re-review the below. Your response is not valid. Understand new tickets need to be issued, for the Jet Blue for April 12, 2019? Clarify if you want Refundable or Non Refundable on the Jet Blue tickets? Also on April 12, 2019 please authorize the add collect from JFK, NY to SVO, Moscow, Russia on April 12, 2019 from Economy Class to Business Class.

Option A:
If you elect to do the non-refundable fare on Jet Blue and to include the Aeroflot exchange is \$3,416.26

Option B:
If you elect to do the fully refundable fare on Jet Blue and to include the Aeroflot exchange is \$3,741.27

Please advise which option you want me to ticket and confirm. Additional details below if needed.

//////////

Pursuant to our conversation today we confirmed if [REDACTED] is currently in St. Thomas the current flight confirmed and reserved will not work Friday April 12, 2019 and will result in a misconnect in Miami, FL so this flight needs to be changed on Aeroflot Airlines to fly her out of JFK, NY to Moscow, Russia on April 12, 2019 and adding the Jet Blue Airlines flights from St. Thomas to JFK, NY.

Current Flight Information that needs authorization and approval to change.

Aeroflot - Economy - Current Seat [REDACTED]

Flight Number 111 departs (MIA) Miami, FL 12APR19 at 6:00pm and arrives into Moscow, Russia 13PR19 at 12:15pm

Aeroflot Airlines Confirmation [REDACTED]

Please note the flight on April 12, 2019 Aeroflot only has Business Class seats, everything else is sold out. Availability can change but currently this is the best option to issue new tickets on Jet Blue Airlines and exchange the current on Aeroflot ticket from Miami to Moscow to JFK, New York to Moscow on April 12, 2019.

Proposal Option - Prices and availability are subject to change until reservation is ticketed and confirmed.

Fri, 12 Apr - JetBlue 61035 - Economy - 0h 39m - 68 Miles

Departing: Cyril E. King Airport, St. Thomas (STT) at 9:40 am

Arriving: Luis Munoz Marin International Airport, San Juan (SJU) at 10:19 am

-----Short Connection--Transit Time: 0h 32m-----

Fri, 12 Apr - JetBlue 6 - Economy - 4h 7m - 1600 Miles

Departing: Luis Munoz Marin International Airport, San Juan (SJU) at 10:51 am

Arriving: New York John F Kennedy Airport, (JFK) at 2:58 pm

Depending on availability we can also look into getting [REDACTED] "Even More Space Seats" on Jet Blue Airlines, after the tickets are issued on Jet Blue , note: Even More seats vary in cost and would be an additional cost from the quotes below if you decide to add this option, this can be done before the flight takes off and depends on availability.

Total air reservation, including taxes and fees:

Ticket is non-refundable \$150.00 change/cancel penalty applies plus difference in fare or

Refundable \$686.17. \$0.00 change/cancel penalty applies plus difference in fare.

Fri, 12 Apr - Aeroflot 111 - Economy - 11h 15m - 6137 Miles

Departing: Miami Airport (MIA) at 6:00 pm

Arriving: Moscow Sheremetyevo Airport (SVO) at 12:15 pm (on the 13 Apr)

Changing to

Fri, 12 Apr - Aeroflot 103 - Business - 9h 25m - 5116 Miles

Departing: New York John F Kennedy Airport, (JFK) at 7:20 pm

Arriving: Moscow Sheremetyevo Airport (SVO) at 11:45 am (on the 13 Apr)

Breakdown of exchange on Aeroflot and total add collect to include the Jet Blue Flights.

Old Fare on Aeroflot \$1,085.83

New Fare on Aeroflot \$4,140.93

Change Fee \$0.00

Total Add collect for Aeroflot to change from economy to Business Class only one seat available. \$3,055.10

If you elect to do the non-refundable fare on Jet Blue and to include the Aeroflot exchange is \$3,416.26
If you elect to do the fully refundable fare on Jet Blue and to include the Aeroflot exchange is \$3,741.27

Attempted to try your cell twice and left two voice mails, Aeroflot will not allow us to hold on the same day two seats we are attempting to hold the last Business Class seat on April 12, 2019. To prevent [REDACTED] Aeroflot flight from all together being canceled I had no choice but to release the only seat available, please keep in mind inventory can change. Please note in situation this critical and close to departure to get authorization over the phone working in real time is the preferred method, to prevent these situations for surfacing.

Please reply to this email and provide your authorization to proceed. Please keep in mind which option you want us to ticket for you. When calling about this matter please reference American Express document reference number [REDACTED]. Doing so will allow any Centurion Relationship Associate access to this email file notes.

Kind Regards,

Harrison Berrier
Associate Relationship Manager/Centurion
From Centurion Support on behalf of your Relationship Manager

Hi Harrison. Please ISSUE NEW TICKET AS stated below:

Depart 12th Jet Blue at 9:40am to San Jan arrive 10:19am
Depart 12th San Juan at 10:51am to JFK arrive 2:58pm
Depart 12th Aeroflot at 6:00pm arrive Moscow 12:15pm on 13th

After ticket issued please try to get her 'extra leg room' seat. Number on card is [REDACTED] for charge

OK? :) [REDACTED]

oh gosh! thank you! I just sent you an email ...my phones are not working...let me look this over..thank you!

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Kind Regards,

Harrison Berrier
Associate Relationship Manager/Centurion
From Centurion Support on behalf of your Relationship Manager Natalia X Molotkova

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